Position: Housekeeping Attendant

Property: Independence Hotel

Employee Name:

Reports To: Rooms Division Manager

Effective date:

Work hours:

Position Summary:

This position is responsible for ensuring guest rooms and all areas of the hotel are kept clean, stocked and maintained at all times.

A housekeeping attendant may concentrate on rooms, public area, or laundry, but is cross-trained to perform all duties

**Essential Functions:**

* Performs cleaning of all assigned rooms using established, approved methods which includes, but is not limited to, the following: makes beds with clean sheets, dusts furniture, replenishes guest supplies and towels, cleans bathroom, vacuums, wipe down mirrors and replaces amenities.
* Sweep the patios outside the rooms and wash the windows.
* Performs collection and proper disposal of trash/garbage
* Performs mopping and cleaning of housekeeping floors
* Performs cleaning of all railings, window ledges, floors, etc.
* Performs sweeping/vacuuming of stairs and hallway throughout the hotel
* Performs the flipping of mattresses on a quarterly basis.
* Performs inspection of all equipment and furniture in your work area daily for any hazard to employees and/or guests.
* Reports all potential safety hazards, problems or maintenance repairs to a manager immediately.
* Prepares maintenance request forms for all necessary repairs and gives to Housekeeping Manager or Supervisor.
* Maintains safety awareness throughout the housekeeping department.

Laundry

* Sort soiled linens by kind, color, degree of soil and inspects all laundry and records all damaged/stained items.
* Operate washers and dryers according to recommended capacity and manufacturer guidelines.
* Ensure necessary chemicals/detergents are added in the correct quantities prior to wash cycles.
* Fold clean linens and stores as appropriate. Operates linen feeder, sheet folder, towel folder and table linen ironer.
* Assist in daily linen counts for monthly inventories.
* Follow procedures for team cleaning and self-inspection programs.
* Respond quickly to guest requests or complaints in a friendly manner and ensure appropriate action is taken. Follow up to ensure guest satisfaction.
* Provide a professional image at all times through appearance and dress.
* Assists others as needed and special projects, as necessary.

**Additional Function:**

* Ensures that all requests from guests and other employees are handled in a timely fashion.
* Ensures that all lost and found items are returned to the Housekeeping Manager or Supervisor.
* Ensures that all guests are greeted.
* Prevents loss or damage to hotel supplies, the hotel’s property and the guests’ property. Never leaves a guest room open. ‘
* Have knowledge of activities in the hotel.
* Keep work area neat and organized.
* Represents the hotel in a positive and friendly manner at all times.
* Complies with all policies and procedures set forth by the Embarcadero Resort Hotel & Marina.

**Qualifications:**

* Ability to walk and/or stand for entire shift
* Ability to work as part of a team
* Ability to maintain a professional appearance at all times
* Ability to work well under pressure
* Ability to communicate effectively
* Ability to read and follow both verbal and written instructions
* Ability to work with a minimum of supervision
* Knowledge of chemicals and operation of industrial machines

**Working Conditions:**

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation.

* Walking: 35%
* Standing: 20%
* Sitting: 0%
* Bending: 25%
* Lifting: 20% / up to 50 lbs

Employee: Date:

Manager: Date: